

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (currently amended) A system for automatically managing Service Level Agreements comprising:

i. a database module for storing data related to the Service Level Agreements;

ii. an engine module for processing said data from said data base module;

iii. a management module for managing said data base module and said engine module; and

iv. an internal service-level language associated with said management module, said service-level language including at least one formula configured to compute at least one service-level value.

2. (original) The system of claim 1, further comprising a security layer for securing data generated by said database module, said engine module and said management module.

3. (currently amended) The system of claim 1, further comprising a reports generator for generating Service-Level-AgreementSLA reports based on said engine module.

4. (currently amended) The system of claim 1, wherein said management module includes:

A. a Service-Level-Agreement~~SLA~~ Manager for creating and updating Service Level Agreements; and

B. an Infrastructure Manager for finding resources to be monitored for each customer with said Service Level Agreement.

5. (currently amended) The system of claim 1, wherein said engine module includes:

C. a Service-Level-Agreement~~SLA~~ engine for generating maps of promised service level for a customer;

D. a Calculated-Services-Level~~CSL~~ engine for processing measurements and events of said service level, as reported by Monitoring/ Operational tools; and

E. an Optimization Engine for supporting "what if" scenarios for optimizing the allocation of resources for said customer by an Application Service Provider.

6. (currently amended) The system of claim 1, wherein said database module includes:

F. a Service-Level-Agreement~~SLA~~ database containing Service-Level-Agreement~~SLA~~ definitions that target an amount of service level promised to a customer per a certain service domain, application and a certain time slot; and

G. a Calculated-Services-Level~~CSL~~ database that contains Calculated measurements and events of said Services Level.

7. (currently amended) A tool for defining, monitoring and executing Service Level Agreements with customers, comprising:

- i. a Service-Level-AgreementSLA Manager for creating and updating Service Level Agreements;
- ii. a Service-Level-AgreementSLA database for containing definitions of said Service Level Agreements, that target an amount of service level promised to a customer; and
- iii. a Service-Level-AgreementSLA engine for processing data in said Service-Level-AgreementSLA database; and
- iv. an internal service-level language associated with said Service-Level-Agreement Manager, said service-level language including at least one formula configured to compute at least one service-level value.

8. (currently amended) The tool of claim 7, further comprising:

- iv. at least one Monitoring/Operational Tool for monitoring Application Service Providers resources; and
- v. a Monitoring/Operational Plug-in for translating measurement and events from said Monitoring/Operational tool into a uniform message and forwarding said message to a Calculated-Services-Level CSL-engine.

9. (currently amended) The tool of claim 7, further comprising:

- vi. a Calculated-Services-Level CSL-engine for processing measurements and events reported by said Monitoring/Operational tools; and
- vii. a Calculated-Services-Level CSL-database that contains Calculated Services Level measurements and events calculated and aggregated by said Calculated-Services-Level CSL-engine.

10. (currently amended) The tool of claim 7, further comprising:

viii. a Data Consolidator for processing information from said Service-Level-Agreement SLA-engine and said Calculated-Services-Level CSL-engine, and returning a deviation of given service from promised service, and a penalty declared for that deviation;

ix. a Reports Generator for producing reports based on information received from said Service-Level-Agreement SLA-engine, said Calculated-Services-Level CSL-engine and said Data consolidator; and

x. an Infrastructure Manager for enabling the tool for finding said Application Service provider resources; and

xi. an Optimization Engine for optimizing allocation of resources by an Application Service provider

Claims 11-17 (withdrawn)